Prompt Pay Compliance Summary for Processed TennCare Medical and Dental Claims

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

TennCare Contractual Requirements and TCA 56-32-126(b) 90% 99.5%

30 Day 60 Day

Claim Types For the Month Ended Clean Claims All Claims Compliance?

AMERIGROUP Tennessee, Inc.

Processor Block Vision

Processor Block Vision				
Region(s): Middle				
Vision	1/31/2011	100%	100.0%	YES
Vision	2/28/2011	100%	100.0%	YES
Vision	3/31/2011	100%	100.0%	YES
Vision	4/30/2011	100%	100.0%	YES
Vision	5/31/2011	100%	100.0%	YES
Vision	6/30/2011	100%	100.0%	YES
Vision	7/31/2011	100%	100.0%	YES
Vision	8/31/2011	100%	100.0%	YES
Vision	9/30/2011	100%	100.0%	YES
Vision	10/31/2011	100%	100.0%	YES
Vision	11/30/2011	100%	100.0%	YES
Vision	12/31/2011	100%	100.0%	YES
Vision	1/31/2012	100%	100.0%	YES
Vision	2/29/2012	100%	100.0%	YES
Vision	3/31/2012	100%	100.0%	YES
Vision	4/30/2012	100%	100.0%	YES
Vision	5/31/2012	100%	100.0%	YES

TennCare Contractual Requirements and TCA 56-32-126(b) 90% 99.5%

30 Day 60 Day

Claim Types For the Month Ended Clean Claims All Claims Compliance?

AMERIGROUP Tennessee, Inc.

Region(s): Middle				
Medical	1/31/2011	100%	100.0%	YES
Medical	2/28/2011	99%	99.6%	YES
Medical	3/31/2011	100%	99.8%	YES
Medical	4/30/2011	100%	99.9%	YES
Medical	5/31/2011	100%	99.9%	YES
Medical	6/30/2011	99%	99.9%	YES
Medical	7/31/2011	100%	99.9%	YES
Medical	8/31/2011	100%	100.0%	YES
Medical	9/30/2011	100%	100.0%	YES
Medical	10/31/2011	100%	100.0%	YES
Medical	11/30/2011	100%	100.0%	YES
Medical	12/31/2011	100%	100.0%	YES
Medical	1/31/2012	100%	100.0%	YES
Medical	2/29/2012	100%	100.0%	YES
Medical	3/31/2012	97%	99.9%	YES
Medical	4/30/2012	98%	99.8%	YES
Medical	5/31/2012	100%	99.9%	YES

TennCare Contractual Requirements and TCA 56-32-126(b) 99.5% 60 Day 30 Day Claim Types For the Month Ended Clean Claims All Claims Compliance? **AMERIGROUP Tennessee, Inc.** Processor Tennessee Carriers Region(s): Middle Non Emergency Transportation 1/31/2011 90% 99.9% YES Non Emergency Transportation 2/28/2011 95% 100.0% YES Non Emergency Transportation 3/31/2011 100% 100.0% **YES** Non Emergency Transportation 4/30/2011 91% 100.0% **YES** Non Emergency Transportation 5/31/2011 92% 99.9% YES Non Emergency Transportation 6/30/2011 84% 99.8% NO Non Emergency Transportation 7/31/2011 100% 100.0% **YES** 8/31/2011 97% Non Emergency Transportation 100.0% **YES** Non Emergency Transportation 9/30/2011 100.0% 95% **YES** Non Emergency Transportation 10/31/2011 94% 99.6% **YES** Non Emergency Transportation 11/30/2011 95% 100.0% **YES** Non Emergency Transportation 12/31/2011 97% 100.0% **YES** Non Emergency Transportation 1/31/2012 95% 100.0% **YES** Non Emergency Transportation 2/29/2012 92% 100.0% **YES** Non Emergency Transportation 3/31/2012 91% 99.9% YES Non Emergency Transportation 4/30/2012 91% 100.0% YES

5/31/2012

99%

99.5%

YES

Non Emergency Transportation

TennCare Contractual Requirements and TCA 56-32-126(b) 90% 99.5%

60 Day 30 Day

Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?
Delta Dental of Tennessee, Inc. Processor Affiliate Organization Region(s): All				
Dental	1/31/2011	92%	99.6%	YES
Dental	2/28/2011	95%	98.6%	NO
Dental	3/31/2011	84%	98.6%	NO
Dental	4/30/2011	89%	100.0%	NO
Dental	5/31/2011	91%	100.0%	YES
Dental	6/30/2011	100%	100.0%	YES
Dental	7/31/2011	99%	100.0%	YES
Dental	8/31/2011	100%	100.0%	YES
Dental	9/30/2011	94%	98.9%	NO
Dental	10/31/2011	93%	100.0%	YES
Dental	11/30/2011	91%	99.9%	YES
Dental	12/31/2011	89%	98.2%	NO
Dental	1/31/2012	85%	95.8%	NO
Dental	2/29/2012	96%	100.0%	YES
Dental	3/31/2012	98%	100.0%	YES
Dental	4/30/2012	97%	100.0%	YES

5/31/2012

99%

100.0%

YES

Dental

TennCare Contractual Requiren	nents and TCA 56-32-126(b)	90% 30 Day	99.5% 60 Day	
Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?
DentaQuest of Tennessee, LLC (Processor Affiliate Organization Region(s): All	formerly Doral Dental Tenn	essee, Inc.)		
Dental	1/31/2011	100%	100.0%	YES

2/28/2011

3/31/2011

100%

100%

100.0%

100.0%

YES

YES

Dental

Dental

TennCare Contractual Requirements and TCA 56-32-126(b) 90% 99.5% 60 Day

30 Day 60 Day

Claim Types For the Month Ended Clean Claims All Claims Comp

Compliance? UnitedHealthcare Plans of the River Valley, Inc. Processor Affiliate Organization Region(s): East - Risk Contract Non Emergency Transportation 1/31/2011 89% 97.1% NO Non Emergency Transportation 2/28/2011 99% 100.0% YES Non Emergency Transportation 3/31/2011 100% 100.0% **YES** Non Emergency Transportation 4/30/2011 100% 100.0% **YES** Non Emergency Transportation 5/31/2011 100% 100.0% YES Non Emergency Transportation 6/30/2011 100% 100.0% **YES** Non Emergency Transportation 7/31/2011 100% 100.0% YES 8/31/2011 Non Emergency Transportation 100% 100.0% **YES** Non Emergency Transportation 9/30/2011 100% 100.0% **YES** Non Emergency Transportation 10/31/2011 100% 100.0% **YES** Non Emergency Transportation 11/30/2011 100% 100.0% **YES** Non Emergency Transportation 12/31/2011 100% 100.0% **YES** Non Emergency Transportation 1/31/2012 100% 100.0% **YES** Non Emergency Transportation 2/29/2012 100% 100.0% **YES**

3/31/2012

4/30/2012

5/31/2012

100%

100%

100%

100.0%

100.0%

99.6%

YES

YES

YES

Non Emergency Transportation

Non Emergency Transportation

Non Emergency Transportation

TennCare Contractual Requirements and TCA 56-32-126(b) 90% 99.5%

60 Day 30 Day

Clean Claims Claim Types For the Month Ended All Claims Compliance?

UnitedHealthcare Plans of the River Valley, Inc.

Processor Affiliate Organization Region(s): East - Risk Contract

Medical	1/31/2011	97%	99.2%	NO
Medical	2/28/2011	99%	99.8%	YES
Medical	3/31/2011	99%	99.9%	YES
Medical	4/30/2011	99%	99.9%	YES
Medical	5/31/2011	100%	99.9%	YES
Medical	6/30/2011	100%	100.0%	YES
Medical	7/31/2011	99%	99.9%	YES
Medical	8/31/2011	100%	100.0%	YES
Medical	9/30/2011	99%	100.0%	YES
Medical	10/31/2011	100%	99.9%	YES
Medical	11/30/2011	99%	99.8%	YES
Medical	12/31/2011	99%	99.9%	YES
Medical	1/31/2012	99%	99.8%	YES
Medical	2/29/2012	100%	99.8%	YES
Medical	3/31/2012	100%	100.0%	YES
Medical	4/30/2012	100%	100.0%	YES
Medical	5/31/2012	100%	99.9%	YES

90% TennCare Contractual Requirements and TCA 56-32-126(b) 99.5%

60 Day 30 Day

Clean Claims Claim Types For the Month Ended All Claims Compliance?

UnitedHealthcare Plans of the River Valley, Inc.

Processor Spectera, Inc.

Pagion(a): Fact Pick Contract

Region(s): East - Risk Contract				
Vision	1/31/2011	100%	100.0%	YES
Vision	2/28/2011	100%	100.0%	YES
Vision	3/31/2011	100%	100.0%	YES
Vision	4/30/2011	100%	100.0%	YES
Vision	5/31/2011	100%	100.0%	YES
Vision	6/30/2011	100%	100.0%	YES
Vision	7/31/2011	100%	100.0%	YES
Vision	8/31/2011	100%	100.0%	YES
Vision	9/30/2011	100%	99.9%	YES
Vision	10/31/2011	100%	100.0%	YES
Vision	11/30/2011	98%	98.9%	NO
Vision	12/31/2011	100%	99.9%	YES
Vision	1/31/2012	100%	100.0%	YES
Vision	2/29/2012	99%	100.0%	YES
Vision	3/31/2012	93%	98.8%	NO
Vision	4/30/2012	100%	100.0%	YES
Vision	5/31/2012	98%	100.0%	YES

TennCare Contractual Requirements and TCA 56-32-126(b) 90% 99.5%

30 Day 60 Day

Claim Types For the Month Ended Clean Claims All Claims Compliance?

UnitedHealthcare Plans of the River Valley, Inc.

Processor Affiliate Organization

Region(s): Middle

Region(s): Middle				
Non Emergency Transportation	1/31/2011	96%	99.0%	NO
Non Emergency Transportation	2/28/2011	100%	100.0%	YES
Non Emergency Transportation	3/31/2011	100%	100.0%	YES
Non Emergency Transportation	4/30/2011	100%	100.0%	YES
Non Emergency Transportation	5/31/2011	100%	100.0%	YES
Non Emergency Transportation	6/30/2011	100%	100.0%	YES
Non Emergency Transportation	7/31/2011	100%	100.0%	YES
Non Emergency Transportation	8/31/2011	100%	100.0%	YES
Non Emergency Transportation	9/30/2011	100%	100.0%	YES
Non Emergency Transportation	10/31/2011	100%	100.0%	YES
Non Emergency Transportation	11/30/2011	100%	99.9%	YES
Non Emergency Transportation	12/31/2011	100%	100.0%	YES
Non Emergency Transportation	1/31/2012	100%	100.0%	YES
Non Emergency Transportation	2/29/2012	100%	100.0%	YES
Non Emergency Transportation	3/31/2012	100%	100.0%	YES
Non Emergency Transportation	4/30/2012	100%	100.0%	YES
Non Emergency Transportation	5/31/2012	100%	100.0%	YES

TennCare Contractual Requirements and TCA 56-32-126(b) 90% 99.5%

30 Day 60 Day

Claim Types For the Month Ended Clean Claims All Claims Compliance?

UnitedHealthcare Plans of the River Valley, Inc.

Region(s): Middle				
Medical	1/31/2011	97%	99.3%	NO
Medical	2/28/2011	99%	99.8%	YES
Medical	3/31/2011	99%	100.0%	YES
Medical	4/30/2011	100%	99.9%	YES
Medical	5/31/2011	100%	99.7%	YES
Medical	6/30/2011	100%	100.0%	YES
Medical	7/31/2011	99%	100.0%	YES
Medical	8/31/2011	100%	100.0%	YES
Medical	9/30/2011	99%	99.9%	YES
Medical	10/31/2011	100%	100.0%	YES
Medical	11/30/2011	99%	99.9%	YES
Medical	12/31/2011	99%	100.0%	YES
Medical	1/31/2012	99%	99.9%	YES
Medical	2/29/2012	100%	100.0%	YES
Medical	3/31/2012	100%	99.9%	YES
Medical	4/30/2012	100%	99.9%	YES
Medical	5/31/2012	100%	100.0%	YES

TennCare Contractual Requirements and TCA 56-32-126(b) 90% 99.5%

60 Day 30 Day

Clean Claims Claim Types For the Month Ended All Claims Compliance?

UnitedHealthcare Plans of the River Valley, Inc.

Processor Spectera, Inc.

Region(s): Middle				
Vision	1/31/2011	100%	100.0%	YES
Vision	2/28/2011	100%	100.0%	YES
Vision	3/31/2011	100%	100.0%	YES
Vision	4/30/2011	100%	100.0%	YES
Vision	5/31/2011	100%	100.0%	YES
Vision	6/30/2011	100%	100.0%	YES
Vision	7/31/2011	100%	100.0%	YES
Vision	8/31/2011	100%	100.0%	YES
Vision	9/30/2011	100%	100.0%	YES
Vision	10/31/2011	100%	100.0%	YES
Vision	11/30/2011	100%	99.9%	YES
Vision	12/31/2011	100%	100.0%	YES
Vision	1/31/2012	100%	100.0%	YES
Vision	2/29/2012	98%	100.0%	YES
Vision	3/31/2012	91%	99.7%	YES
Vision	4/30/2012	98%	100.0%	YES
Vision	5/31/2012	97%	100.0%	YES

TennCare Contractual Requirements and TCA 56-32-126(b) 90% 99.5%

30 Day 60 Day

Claim Types For the Month Ended Clean Claims All Claims Compliance?

UnitedHealthcare Plans of the River Valley, Inc.

egion(s): West				
Non Emergency Transportation	1/31/2011	97%	99.4%	NO
Non Emergency Transportation	2/28/2011	99%	99.8%	YES
Non Emergency Transportation	3/31/2011	100%	100.0%	YES
Non Emergency Transportation	4/30/2011	100%	100.0%	YES
Non Emergency Transportation	5/31/2011	100%	100.0%	YES
Non Emergency Transportation	6/30/2011	100%	100.0%	YES
Non Emergency Transportation	7/31/2011	100%	100.0%	YES
Non Emergency Transportation	8/31/2011	100%	100.0%	YES
Non Emergency Transportation	9/30/2011	100%	100.0%	YES
Non Emergency Transportation	10/31/2011	100%	100.0%	YES
Non Emergency Transportation	11/30/2011	100%	100.0%	YES
Non Emergency Transportation	12/31/2011	100%	100.0%	YES
Non Emergency Transportation	1/31/2012	100%	100.0%	YES
Non Emergency Transportation	2/29/2012	100%	100.0%	YES
Non Emergency Transportation	3/31/2012	100%	100.0%	YES
Non Emergency Transportation	4/30/2012	100%	100.0%	YES
Non Emergency Transportation	5/31/2012	100%	100.0%	YES

TennCare Contractual Requirements and TCA 56-32-126(b) 90% 99.5%

30 Day 60 Day

Claim Types For the Month Ended Clean Claims All Claims Compliance?

UnitedHealthcare Plans of the River Valley, Inc.

Region(s): West				
Medical	1/31/2011	97%	99.0%	NO
Medical	2/28/2011	99%	99.7%	YES
Medical	3/31/2011	99%	99.9%	YES
Medical	4/30/2011	100%	99.9%	YES
Medical	5/31/2011	100%	99.9%	YES
Medical	6/30/2011	100%	100.0%	YES
Medical	7/31/2011	100%	100.0%	YES
Medical	8/31/2011	100%	100.0%	YES
Medical	9/30/2011	99%	100.0%	YES
Medical	10/31/2011	100%	99.9%	YES
Medical	11/30/2011	100%	99.9%	YES
Medical	12/31/2011	99%	100.0%	YES
Medical	1/31/2012	99%	99.9%	YES
Medical	2/29/2012	99%	100.0%	YES
Medical	3/31/2012	100%	100.0%	YES
Medical	4/30/2012	100%	100.0%	YES
Medical	5/31/2012	100%	100.0%	YES

TennCare Contractual Requirements and TCA 56-32-126(b) 90% 99.5% 60 Day

30 Day

Clean Claims Claim Types For the Month Ended All Claims Compliance?

UnitedHealthcare Plans of the River Valley, Inc.

Processor Spectera, Inc.

Region(s): West				
Vision	1/31/2011	100%	100.0%	YES
Vision	2/28/2011	100%	100.0%	YES
Vision	3/31/2011	100%	100.0%	YES
Vision	4/30/2011	100%	100.0%	YES
Vision	5/31/2011	100%	100.0%	YES
Vision	6/30/2011	100%	100.0%	YES
Vision	7/31/2011	100%	100.0%	YES
Vision	8/31/2011	100%	100.0%	YES
Vision	9/30/2011	100%	100.0%	YES
Vision	10/31/2011	100%	100.0%	YES
Vision	11/30/2011	100%	100.0%	YES
Vision	12/31/2011	100%	100.0%	YES
Vision	1/31/2012	100%	100.0%	YES
Vision	2/29/2012	100%	100.0%	YES
Vision	3/31/2012	99%	100.0%	YES
Vision	4/30/2012	100%	100.0%	YES
Vision	5/31/2012	98%	100.0%	YES

TennCare Contractual Requirements and TCA 56-32-126(b) 90% 99.5% 60 Day

30 Day 60 Day

Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?
Volunteer State Health Plan, Inc., d/b/a Processor Care Centrix Region(s): East - Risk Contract	a BlueCare			
DME	1/31/2011	37%	100.0%	NO
DME	2/28/2011	63%	99.2%	NO
DME	3/31/2011	88%	99.9%	NO
DME	4/30/2011	96%	98.6%	NO
DME	5/31/2011	97%	100.0%	YES
DME	6/30/2011	90%	99.8%	YES
DME	7/31/2011	90%	98.7%	NO
DME	8/31/2011	98%	99.7%	YES
DME	9/30/2011	91%	99.8%	YES
DME	10/31/2011	42%	55.6%	NO
DME	11/30/2011	98%	99.5%	YES
DME	12/31/2011	97%	99.5%	YES
DME	1/31/2012	91%	99.8%	YES
DME	2/29/2012	99%	99.8%	YES
DME	3/31/2012	99%	99.9%	YES
DME	4/30/2012	100%	99.9%	YES
DME	5/31/2012	97%	98.3%	NO

TennCare Contractual Requirements and TCA 56-32-126(b) 90% 99.5%

Claim Types	For the Month Foded	30 Day Clean Claims	60 Day All Claims	Compliance
Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?
Volunteer State Health Plan, Inc., d/b/s Processor Affiliate Organization Region(s): East - Risk Contract	a BlueCare			
Medical	1/31/2011	94%	99.9%	YES
Medical	2/28/2011	98%	99.9%	YES
Medical	3/31/2011	99%	99.9%	YES
Medical	4/30/2011	99%	100.0%	YES
Medical	5/31/2011	99%	100.0%	YES
Medical	6/30/2011	99%	100.0%	YES
Medical	7/31/2011	99%	100.0%	YES
Medical	8/31/2011	98%	100.0%	YES
Medical	9/30/2011	94%	99.9%	YES
Medical	10/31/2011	94%	100.0%	YES
Medical	11/30/2011	95%	100.0%	YES
Medical	12/31/2011	93%	99.9%	YES
Medical	1/31/2012	86%	100.0%	NO
Medical	2/29/2012	94%	100.0%	YES
Medical	3/31/2012	98%	99.9%	YES
Medical	4/30/2012	95%	100.0%	YES
Medical	5/31/2012	99%	100.0%	YES

TennCare Contractual Requirements and TCA 56-32-126(b) 90% 99.5%

60 Day 30 Day

Claim Types Clean Claims For the Month Ended All Claims Compliance?

Processor Southeastrans				
Region(s): East - Risk Contract				
Non Emergency Transportation	1/31/2011	100%	100.0%	YES
Non Emergency Transportation	2/28/2011	98%	98.8%	NO
Non Emergency Transportation	3/31/2011	100%	100.0%	YES
Non Emergency Transportation	4/30/2011	100%	100.0%	YES
Non Emergency Transportation	5/31/2011	100%	100.0%	YES
Non Emergency Transportation	6/30/2011	100%	100.0%	YES
Non Emergency Transportation	7/31/2011	100%	100.0%	YES
Non Emergency Transportation	8/31/2011	99%	100.0%	YES
Non Emergency Transportation	9/30/2011	100%	100.0%	YES
Non Emergency Transportation	10/31/2011	100%	100.0%	YES
Non Emergency Transportation	11/30/2011	100%	99.9%	YES
Non Emergency Transportation	12/31/2011	100%	100.0%	YES
Non Emergency Transportation	1/31/2012	100%	100.0%	YES
Non Emergency Transportation	2/29/2012	100%	100.0%	YES
Non Emergency Transportation	3/31/2012	100%	100.0%	YES
Non Emergency Transportation	4/30/2012	99%	100.0%	YES
Non Emergency Transportation	5/31/2012	99%	100.0%	YES

TennCare Contractual Requirements and TCA 56-32-126(b) 90% 99.5%

30 Day 60 Day

Claim Types For the Month Ended Clean Claims All Claims Compliance?

Volunteer State Health Plan, Inc., d/b/a BlueCare

Processor Care Centrix

Processor Gare Gentilix				
Region(s): West				
DME	1/31/2011	30%	99.9%	NO
DME	2/28/2011	69%	99.4%	NO
DME	3/31/2011	85%	99.7%	NO
DME	4/30/2011	96%	98.3%	NO
DME	5/31/2011	96%	99.9%	YES
DME	6/30/2011	91%	99.8%	YES
DME	7/31/2011	90%	99.1%	NO
DME	8/31/2011	94%	99.8%	YES
DME	9/30/2011	92%	99.8%	YES
DME	10/31/2011	47%	61.1%	NO
DME	11/30/2011	99%	99.5%	YES
DME	12/31/2011	97%	99.5%	YES
DME	1/31/2012	94%	99.7%	YES
DME	2/29/2012	99%	99.6%	YES
DME	3/31/2012	100%	100.0%	YES
DME	4/30/2012	100%	99.8%	YES
DME	5/31/2012	98%	98.7%	NO

TennCare Contractual Requirements and TCA 56-32-126(b) 90% 99.5%

30 Day 60 Day

Claim Types For the Month Ended Clean Claims All Claims Compliance?

Volunteer State Health Plan, Inc., d/b/a BlueCare

1/31/2011	93%	99.9%	YES
2/28/2011	98%	99.9%	YES
3/31/2011	99%	100.0%	YES
4/30/2011	99%	100.0%	YES
5/31/2011	99%	99.9%	YES
6/30/2011	99%	100.0%	YES
7/31/2011	99%	99.9%	YES
8/31/2011	98%	99.9%	YES
9/30/2011	94%	99.9%	YES
10/31/2011	93%	100.0%	YES
11/30/2011	95%	100.0%	YES
12/31/2011	94%	99.9%	YES
1/31/2012	87%	100.0%	NO
2/29/2012	95%	100.0%	YES
3/31/2012	98%	99.9%	YES
4/30/2012	96%	100.0%	YES
5/31/2012	99%	100.0%	YES
	2/28/2011 3/31/2011 4/30/2011 5/31/2011 6/30/2011 7/31/2011 8/31/2011 9/30/2011 10/31/2011 11/30/2011 12/31/2011 1/31/2012 2/29/2012 3/31/2012 4/30/2012	2/28/2011 98% 3/31/2011 99% 4/30/2011 99% 5/31/2011 99% 6/30/2011 99% 7/31/2011 99% 8/31/2011 98% 9/30/2011 94% 10/31/2011 93% 11/30/2011 95% 12/31/2011 94% 1/31/2012 87% 2/29/2012 95% 3/31/2012 98% 4/30/2012 96%	2/28/2011 98% 99.9% 3/31/2011 99% 100.0% 4/30/2011 99% 100.0% 5/31/2011 99% 99.9% 6/30/2011 99% 100.0% 7/31/2011 99% 99.9% 8/31/2011 98% 99.9% 9/30/2011 94% 99.9% 10/31/2011 93% 100.0% 11/30/2011 95% 100.0% 1/31/2012 87% 100.0% 2/29/2012 95% 100.0% 3/31/2012 98% 99.9% 4/30/2012 96% 100.0%

TennCare Contractual Requirements and TCA 56-32-126(b) 90% 99.5% 60 Day

Claim Types For the Month Ended Clean Claims All Claims Complia

Compliance? Volunteer State Health Plan, Inc., d/b/a BlueCare Processor Southeastrans Region(s): West Non Emergency Transportation 1/31/2011 100% 100.0% YES Non Emergency Transportation 2/28/2011 98% 99.6% YES Non Emergency Transportation 3/31/2011 100% 100.0% **YES** Non Emergency Transportation 4/30/2011 100% 100.0% YES Non Emergency Transportation 5/31/2011 100% 100.0% YES Non Emergency Transportation 6/30/2011 99% 100.0% **YES** Non Emergency Transportation 7/31/2011 99% 100.0% YES 8/31/2011 Non Emergency Transportation 99% 100.0% **YES** Non Emergency Transportation 9/30/2011 100.0% 99% **YES** Non Emergency Transportation 10/31/2011 100% 100.0% YES Non Emergency Transportation 11/30/2011 99% 100.0% **YES** Non Emergency Transportation 12/31/2011 100% 100.0% YES Non Emergency Transportation 1/31/2012 100% 100.0% YES Non Emergency Transportation 2/29/2012 100% 100.0% YES Non Emergency Transportation 3/31/2012 98% 100.0% YES

4/30/2012

5/31/2012

99%

98%

100.0%

100.0%

YES

YES

Non Emergency Transportation

Non Emergency Transportation

TennCare Contractual Requirements and TCA 56-32-126(b) 90% 99.5% 60 Day

Claim Types For the Month Ended Clean Claims All Claims Compliance?

Ciaiiii Types	For the Month Ended	Clean Claims	All Claillis	Compliance?
Volunteer State Health Plan, In Processor Care Centrix Region(s): All	nc., d/b/a TennCare Select			
DME	1/31/2011	67%	100.0%	NO
DME	2/28/2011	84%	99.5%	NO
DME	3/31/2011	95%	99.8%	YES
DME	4/30/2011	96%	98.9%	NO
DME	5/31/2011	95%	100.0%	YES
DME	6/30/2011	95%	99.3%	NO
DME	7/31/2011	85%	98.4%	NO
DME	8/31/2011	97%	99.6%	YES
DME	9/30/2011	92%	99.5%	YES
DME	10/31/2011	62%	74.8%	NO
DME	11/30/2011	99%	99.8%	YES
DME	12/31/2011	96%	99.7%	YES
DME	1/31/2012	92%	99.5%	YES
DME	2/29/2012	99%	99.8%	YES
DME	3/31/2012	100%	99.9%	YES
DME	4/30/2012	100%	99.8%	YES
DME	5/31/2012	97%	98.4%	NO

TennCare Contractual Requirements and TCA 56-32-126(b) 90% 99.5% 60 Day 30 Day

Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?
Volunteer State Health Plan, Inc., d/b/a Processor Affiliate Organization Region(s): All	a TennCare Select			
Medical	1/31/2011	92%	99.7%	YES
Medical	2/28/2011	97%	99.9%	YES
Medical	3/31/2011	98%	99.9%	YES
Medical	4/30/2011	99%	99.9%	YES
Medical	5/31/2011	99%	99.8%	YES
Medical	6/30/2011	99%	99.9%	YES
Medical	7/31/2011	98%	99.9%	YES
Medical	8/31/2011	96%	99.9%	YES
Medical	9/30/2011	93%	99.8%	YES
Medical	10/31/2011	93%	99.9%	YES
Medical	11/30/2011	95%	99.9%	YES
Medical	12/31/2011	92%	99.8%	YES
Medical	1/31/2012	82%	99.9%	NO
Medical	2/29/2012	92%	100.0%	YES
Medical	3/31/2012	98%	99.9%	YES
Medical	4/30/2012	96%	100.0%	YES
Medical	5/31/2012	99%	100.0%	YES

TennCare Contractual Requirements and TCA 56-32-126(b) 90% 99.5% 60 Day 30 Day

Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?		
Volunteer State Health Plan, Inc., d/b/a TennCare Select Processor Southeastrans Region(s): All						
Non Emergency Transportation	1/31/2011	100%	100.0%	YES		
Non Emergency Transportation	2/28/2011	100%	99.8%	YES		
Non Emergency Transportation	3/31/2011	100%	100.0%	YES		
Non Emergency Transportation	4/30/2011	100%	100.0%	YES		
Non Emergency Transportation	5/31/2011	100%	100.0%	YES		
Non Emergency Transportation	6/30/2011	100%	100.0%	YES		
Non Emergency Transportation	7/31/2011	100%	100.0%	YES		
Non Emergency Transportation	8/31/2011	99%	100.0%	YES		
Non Emergency Transportation	9/30/2011	99%	100.0%	YES		
Non Emergency Transportation	10/31/2011	100%	100.0%	YES		
Non Emergency Transportation	11/30/2011	99%	100.0%	YES		
Non Emergency Transportation	12/31/2011	99%	100.0%	YES		
Non Emergency Transportation	1/31/2012	100%	100.0%	YES		
Non Emergency Transportation	2/29/2012	100%	100.0%	YES		
Non Emergency Transportation	3/31/2012	99%	100.0%	YES		
Non Emergency Transportation	4/30/2012	99%	100.0%	YES		
Non Emergency Transportation	5/31/2012	98%	100.0%	YES		